8 Processing Applications for Permanent Changes of Station (PCS) Transactions

Military providers who receive orders for a permanent change of station (PCS) are required to re-apply for clinical privileges to render patient care at the new duty station (otherwise known as the gaining facility). CCQAS 2.8 supports this process by automatically generating a new electronic privilege application when a PCS transaction is initiated by the CC/MSSP/CM at the sending facility or unit (otherwise known as the losing facility). The following sections describe the steps in generating and processing a PCS application.

8.1 Requesting a PCS at the Gaining Facility or Unit

CCQAS 2.8 allows the CC/MSSP/CM at the gaining facility or unit to request a PCS transaction for a specific provider using the "Provider Locator" function in the Credentialing module. To request a PCS transaction, select Credentials Provider Search from the Credentialing main menu. Enter the last name of the provider, select the "**Provider Locator**" radio button, and click <**Search**>. If the provider name and other attributes indicate that this is the provider you are searching, click "**Request ICTB"** from the hidden menu of actions on the Provider Locator tab (Exhibit 8.1-1).

Exhibit 8.1-1. Request PCS Menu Item on the Provider Locator Tab

The CC/MSSP/CM must enter the "**PCS RNLT Date"** and click <**Send**>. A message will be returned indicating that the request was sent (Exhibit 8.1-2).
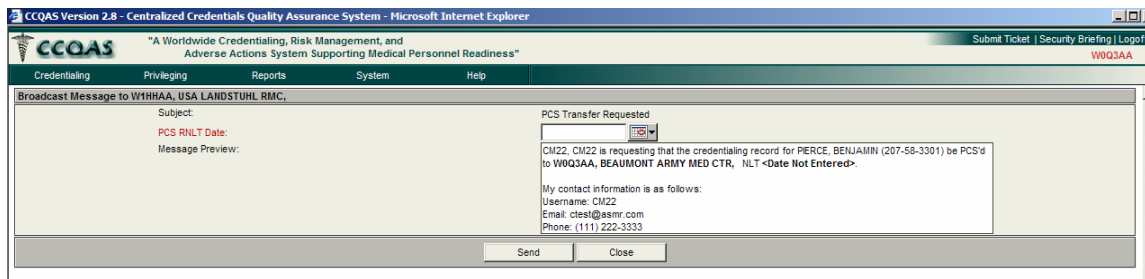
Exhibit 8.1-2. Request PCS Screen

The CC/MSSP/CM should enter the "**PCS RNLT Date**" and click <**Send**>. A message will be returned, indicating that the request was sent.

The CC/MSSP/CM at the sending (losing) facility or unit will receive the request through the Broadcast Message function within the application. The next time the CC/MSSP/CM at the sending facility or unit logs into the system, she or he will be alerted to a new incoming broadcast message for the unit (Exhibit 8.1-3).
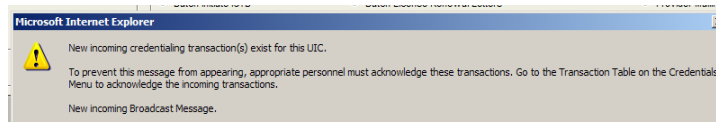

Exhibit 8.1-3. New Incoming Broadcast Message Alert

To view incoming broadcast messages, select "Broadcast Messages" from the System drop-down menu (Exhibit 8.1-4).
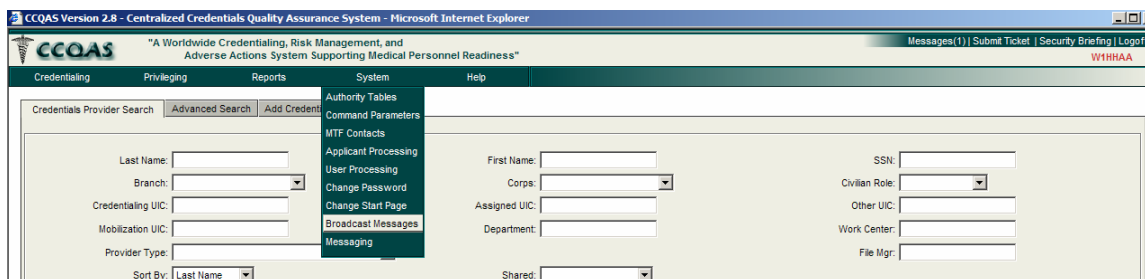

Exhibit 8.1-4. Broadcast Message Menu Item

The Broadcast Message for a PCS includes the name of the requested provider, the dates for the PCS duty, and point-of-contact information for the gaining facility or unit (Exhibit 8.1-5).
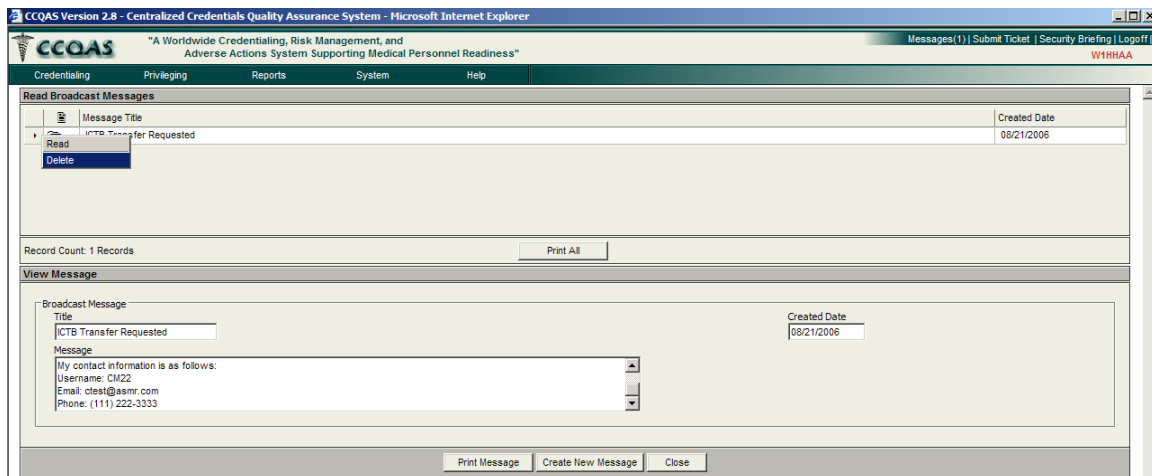
Exhibit 8.1-5. Broadcast Message Menu Item

Once read, the message may be closed by clicking <**Close**>, or printed by clicking <**Print Message**>. To delete the message, select "Delete" from the hidden menu of actions for the message.   In all instances, it is the responsibility of the losing facility or unit to initiate the PCS transaction. The gaining facility or unit can request the PCS transaction, but cannot initiate the PCS transaction. (The <**Create New Message**> button enables the CC/MSSP/CM to write a message for broadcasting to other CCs/MSSPs/CMs. The message is not limited to any one particular topic. The "Broadcast Message" functionality, therefore, can be viewed as an email functionality within the CCQAS system only.)

8.2 Initiating the PCS at the Sending (Losing) Facility or Unit

The losing facility CC/MSSP/CM may initiate a PCS transaction, regardless of whether or not the gaining facility or unit submits a Broadcast Message requesting the PCS. A PCS transaction is initiated through the Credentialing Module as it has been done in previous versions of the CCQAS application. To initiate a PCS transaction, select "Provider Search" from the Credentialing drop-down menu. Enter the last name of the provider, select the **Search** radio button, and click <**Search**>. On the "Search Results" tab, click "Initiate PCS" from the hidden menu of actions for the provider's record. The CC/MSSP/CM then enters the appropriate information for the PCS transaction and submits the PCS transaction (Exhibit 8.2-1).
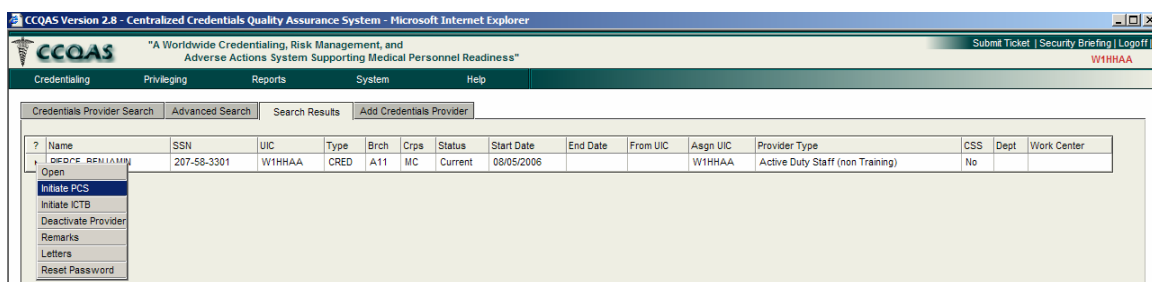

Exhibit 8.2-1. Initiate PCS Menu Item

After a PCS transaction has been initiated, the system will automatically send an e-mail notification to the provider and an active task will be placed in the provider's work list with "Task = *Complete Application*" and "App Type = *Transfer (PCS)*" (Exhibit 8.2-2).

If the PCS application is the first e-application the provider will complete in CCQAS and he does not yet have a user account (userid and password) when the PCS transaction is generated, *the system will also automatically generate it and it will be emailed to him.* In this case especially, it is important to enter an accurate email address and phone number in the appropriate fields of the "Initiate PCS" screen:

Exhibit 8.2-2. "Initiate PCS" screen showing required email address field

Exhibit 8.2-3. Provider Work List Item – Complete Transfer (PCS) Application

The provider may then open, complete, and submit the Transfer (PCS) Application according to the instructions provided.

The following are important features of the Transfer (PCS) application:
- The application will be pre-populated with the provider's most current credentials information from his or her CCQAS credentials file
- The application will reflect the list of clinical privileges granted by the provider's current privileging unit or facility during the most recent privileging action. The provider, however, will be able to edit the delineations to coincide with his current competencies and (updated) credentials pertinent to this PCS privilege application
- The provider may not edit existing credentials information that has been previously primary source verified (PSVd), except to update expiration or renewal dates
- The provider may add to the application new credentials that are supported by appropriate documentation
- The section of the application containing the "Practice History" and "Health Status" questions will not be pre-populated with the provider's previous answers. The provider must answer these questions each time a new application for privileges is submitted
- All references listed on the original application will be listed on the Transfer Application with a status of "**Current** = *No*". The provider should edit the "References" section to indicate which references are still current or add new references

A Transfer (PCS) e-mail notification will be sent to the provider only once, but the work list item to complete the Transfer Application will remain active, either until the provider completes and submits the application, or 90 days pass without submitting the application. Once submitted, the application is locked and cannot be edited by the provider, unless the CC/MSSP/CM returns the application to the provider with instructions to modify it.

When the "Complete Application" task is created for the provider, a new work list item for the CC/MSSP/CM at the losing facility or unit is created with "Task = *Setup PAR*" (Exhibit 8.2-3).
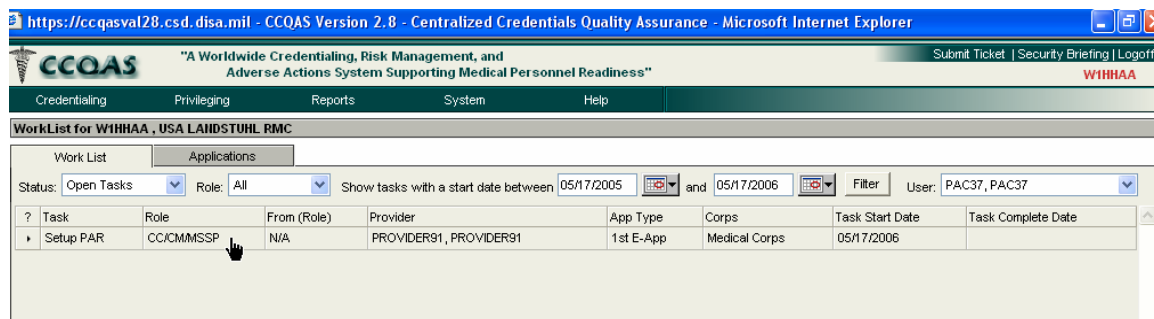
Exhibit 8.2-4. CC/MSSP/CM Work List Item – Setup PAR

The PCS PAR should reflect the provider's performance during the current or most recent privileging period at the losing facility or unit. The Performance Assessment Report (PAR) Evaluator should complete a PAR, with an optional review by one or more PAR Reviewers, prior to routing the PCS Transfer Application through the review process. The PAR process is discussed in Section 10.

Although the exception rather than the rule, the PAR may be cancelled by the CC/MSSP/CM due to certain conditions (e.g., a provider coming back from a remote deployment where no PAR evaluators were on hand). Mechanisms are in place for the system to allow the application to move forward when a scenario such as this occurs. Also, the CC/MSSP/CM who received the "*Setup PAR*" work list item may replace the electronic PAR process in CCQAS with a paper-based PAR process ("Offline PAR") that occurs outside CCQAS. This process is discussed in greater detail in Section 10.

8.3 Processing the Transfer (PCS) Application

When the CC/MSSP/CM at the losing facility initiates the PCS transaction, besides an email notification to the provider and the PAR task notification to the losing facility CC/MSSP/CM, the system adds the provider's pending application to the *gaining* CC/MSSP/CM's "Pending Applications" tab list (Exhibit 8.3-1). With the listing on this tab, the CC/MSSP/CM at the gaining facility can have visibility to the number of days providers take to accomplish their privilege application after the system generates the task.
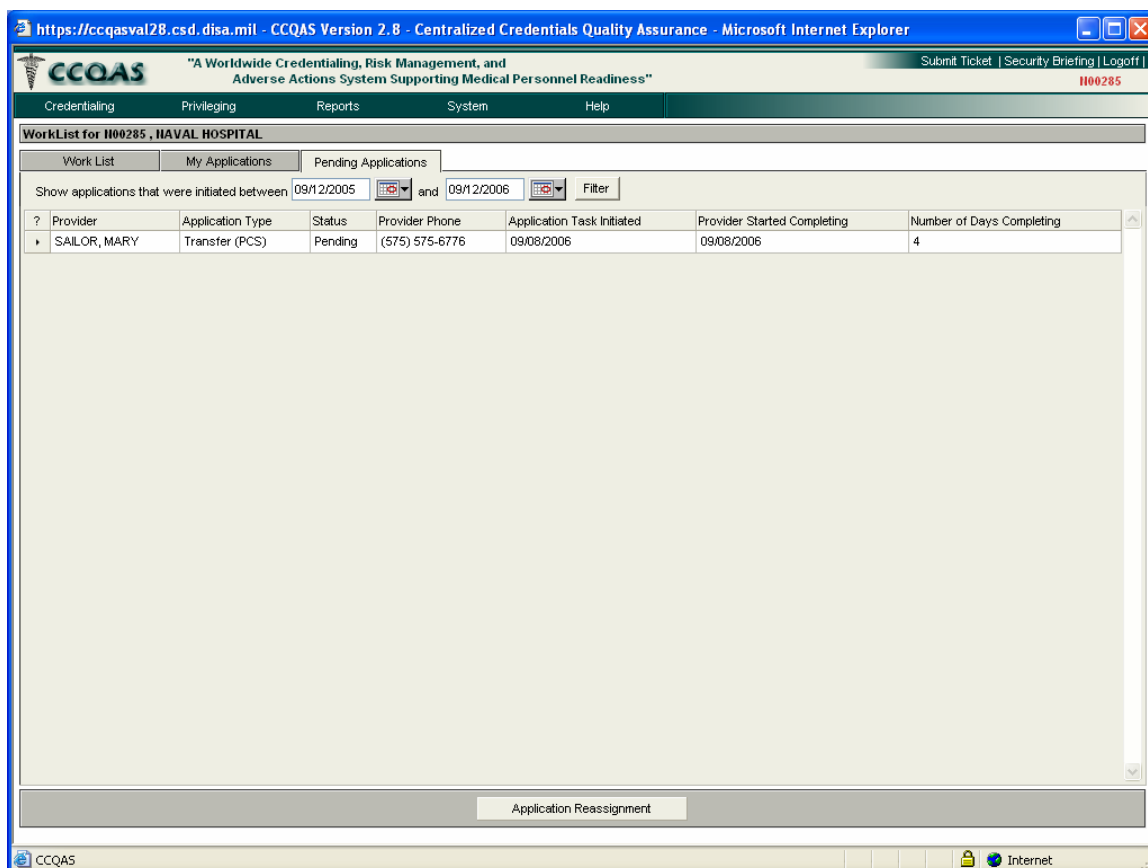
Exhibit 8.3-1. CC/MSSP/CM's "Pending Applications" Tab

Once e-signed and submitted, the provider's Transfer (PCS) application will disappear from the "Pending Applications" listing for the gaining facility CC/MSSP/CM who will then receive a new email notification of a task pending in CCQAS. A new work list item with "App Type = *Transfer (PCS)"* will be added to his or her work list (Exhibit 8.3-2).
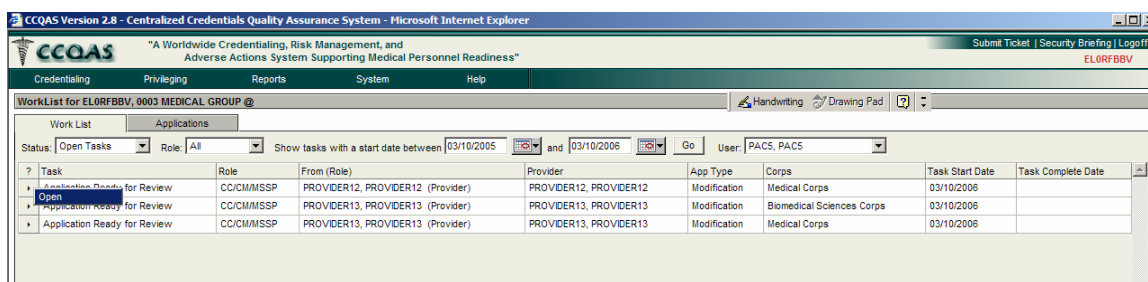

Exhibit 8.3-2. CC/MSSP/CM Work List Item – Transfer (PCS) Application Ready for Review

From this point, the PSV and review processes are similar to those for the original application, with a few important exceptions:

- All provider licenses, certifications, and/or registrations, as well as those credentials that need to be verified but were not previously verified, must undergo the PSV process. Professional education and other static credentials which

generally are not updated over time do not have to undergo PSV if they have already been PSVd in CCQAS

- A new NPDB query is required
- A minimum of one PAR from the losing facility should be completed (already available in the "PARs/Snapshots" folder of the "Documents" Tab) prior to routing the application for review (see Section 10)

These requirements must be met prior to routing the Transfer (PCS) application for review and approval.

> *Note*: An NPDB query is required *for every privileging action* in all Army, Navy, and Air Force facilities, regardless of the date of the last query. There are two exceptions to this rule: The Navy does not conduct an NPDB query for its inter-facility credentials transfer briefs (ICTBs), and the Army Dental facilities do not require a re-query for modifications or for ICTBs.

Sections of the application modified by the provider are flagged so that the CC/MSSP/CM, CVO, and reviewers may easily identify what information has been changed since the original application was approved. Icons appear next to each record that was added or changed from the original application, indicating that data within that section may need to be verified. If the "**Verified**" box on the right-hand side of the screen is checked, the information in that section does not have to be re-verified (Exhibit 8.3-3).

Exhibit 8.3-3. Flagged Sections on the Transfer (PCS) Application

Once the PCS application for privileges is approved, the system will import the new privileges into the "Privileges" section of the provider's credentials record for the assignment associated with the gaining UIC. Basing on the privileges approval date, the system will automatically calculate new **Privilege Expiration** and **Staff Appointment Expiration** dates for the provider, for one-year periods for initial appointments, and two-year periods for regular appointments. These dates, however, may be changed by the CC/MSSP/CM in the "Privileges" section of the provider's credentials record. Any edits made to these expiration dates on the "Privileges" tab [by clicking on the arrow to the left of the line item and then selecting "Edit" from the hidden menu of actions] will be displayed in read-only format in the new assignment record in the Assignments section (formerly the "MTF Assignments" tab) of the credentials record.

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